GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1012
ANSWERED ON:28.11.2006
EMIGRATION COUNTERS AT IGI AIRPORT
Sarvey Shri Sathyanarayana

Will the Minister of HOME AFFAIRS be pleased to state:

(a) Whether officials posted at Emigration Counters at Indira Gandhi International Airport at New Delhi are not polite and generous towards passengers as compared to other airports in the country;

(b) If so, the steps taken to give them proper training to deal with international passengers;

(c) Whether Emigration officers have been found harassing passengers by finding faults with passports; and

(d) If so, the steps the Government proposes to take in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI SRIPRAKASH JAISWAL)

(a) & (b): The immigration officials at Indira Gandhi International Airport, Delhi are polite and courteous towards passengers as they are at other international airports in the country.

(c) & (d): Such cases are very rare. If any such case is reported it is inquired into promptly and appropriate action is taken against erring officials.